

Clearance Agent - Customs Operations Processing

Job Title	Clearance Agent		
Division	Transportation Operations Division		
Department	Gateway and Clearance Department		
Section	Customs Operations Processing		
Location	Clearance points	Direct Reports	None
Reports To	Clearance Supervisor	Version Number	1
External Relations	Customs	Guide Number	7301
Internal Relations	Operations	Job Code	

Basic Function

Clearing shipments from customs efficiently. Fully understand, drive and promote SMSA vision, culture and values.

KEY Responsibilities

Core

- Translate Airway bills for custom processing of shipments.
- Prepare Bayan and deliver to bank for custom clearance of shipments.
- Ensure shipment is released as early as possible and leaves for the next destination.
- Maintain a good relationship with Government employees to ensure smooth flow of day-to-day activities.
- Store any custom confiscated shipment into a separate storing place within premises of the clearance check point.
- Inform clearance coordinator about the documents required to arrange clearance of confiscated shipment.
- Stay abreast with day-to-day rules and regulations of customs to ensure compliance.
- Scan compliance
- Main file register

EHS

- Coordinate and Participate in the departmental EHS system activities including hazard identification, safety awareness and procedures implementation, waste management, environmental aspects identification, and EHS audits
- Actively participates in the development and implementation of EHS objectives & programs
- Participates in the emergency response plan
- Actively participates in the EHS audits / inspections. Take a major role in incident reporting & investigation
- Coordinate and participate in the paper and other recycling programs

Business Continuity

- Attend and actively participate in all business continuity training and awareness programs.
- Understand the facility's business continuity plans and procedures.
- Act according to the emergency response procedures during drills and actual events.
- Report any observed risks or potential threats to the continuity of operations to the designated officer.
- Adhere to data protection policies to ensure the integrity and confidentiality of sensitive information.
- Acknowledge roles and responsibilities during an incident to ensure effectiveness by understanding the business continuity programme.
- Recognize an incident or crisis.
- Alert incident or crisis responders (including emergency responders as appropriate).
- Escalate action to the incident or crisis management team.
- Respond appropriately to specific threats.
- Respond appropriately when evacuated from the site.

Competencies - Professional and Technical

Behavioral Competencies

Initiative	Level 3
Stress Management	Level 2

Technical Competencies

Knowledge of customs procedure	Intermediate
Language Proficiency knowledge (Arabic)	Intermediate
Language Proficiency knowledge (English)	Beginner
MS Office (Excel, Word, PowerPoint, Visio, Outlook) Knowledge	Beginner

Competencies – EHS

Knowledge of basic environment health and safety requirements
EHS corporate objectives awareness
Awareness of EHS requirements in the QEHS management systems
Have attended EHS awareness training (if applicable)
Awareness of Environment Health Safety incident reporting

Organizational Competencies

Beginner

**Refer the Organizational Competencies Dictionary in GUIDE (Doc# 6244)*

Decision Making

Key Performance Indicators (KPIs)

Abide by the goal setting forms (Individual KPI'S) of the current financial year

Qualification : Education and Experience

Diploma (Preferred specialization in their field of work) at least three (3) years of relevant work experience, 2 years of which should be in Level-02 capacity, preferably in the same industry.
or

- High / Middle School Certificate or Technical Courses

(Those in technical jobs must have appropriate certification in their respective trades) with over 1 years industry experience of which at least 2 years has been in Level-02 position

or

- High / Middle School Certificate or Technical Courses

(Those in technical jobs must have appropriate certification in their respective trades) with over 2 years industry experience of which at least 2 years has been in Level-01 position

**Note: Industry Experience wherever its applicable*

Date Of Release

Prepared By:	Reviewed by:	Approved by:	Endorsed by:

Updated by:	Date:	Approved by:	Date:
Employee Name:			

I hereby confirm my utmost commitment in fulfilling all the requirements including above and any amendment to this document.

Management reserves the right to amend the Job description at any time without prior notice.

Signature:	Date: